

PLAIN TALKS

October 1991

Volume 70 Number 6

A new solution to problem-solving

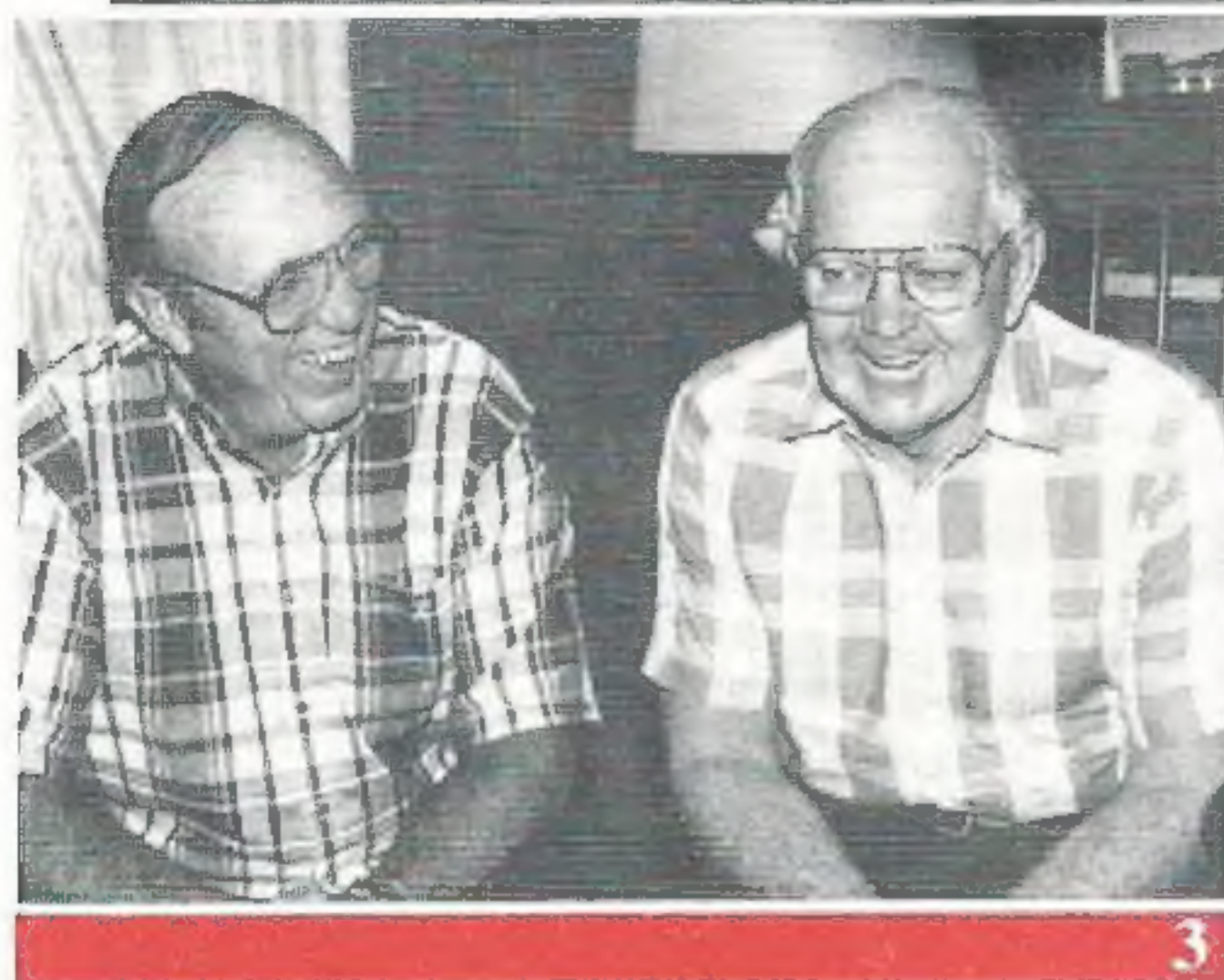
Newsreel replays
real-life drama

PCs tackle
trouble calls

Refrigerator rescue
in Orange

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A problem-solving team in Port Arthur makes its management presentation after completing the Team Problem-Solving program. This program is a new approach to solving specific problems. For more information, see pages 8-9. Photo by Scott Harper.



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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

Sulphur retiree relives accident through newsreel

by Mike Rodgers

Anyone old enough to remember the year 1961 will recall it as a time when the world seemed on the brink of war. President Kennedy gave the go-ahead for a military strike against Cuba, but the Bay of Pigs invasion collapsed in total failure. The Soviets built the Berlin Wall and trapped millions of East Germans in a bondage they would not escape for nearly three decades.

Closer to home in 1961, Hurricane Carla plowed into the upper Gulf Coast of Texas with 185 mile-per-hour winds that left a huge path of destruction and gave an injured GSU troubleshooter some unexpected national fame. That moment of fame for Edgar Dewoody, now a GSU retiree in Sulphur, surfaced 30 years later. In August of this year, American Movie Classics, a cable television channel featuring old Hollywood films, ran a Movietone Newsreel recalling the events of 1961. In a segment on Hurricane Carla, an injured Dewoody was shown being lowered to the ground from a power pole.

"That was a bad year," remembers Dewoody, reminiscing about the huge storm and his injury. He and another T&D employee had repaired a blown line fuse and moved on to do repairs elsewhere. They returned to the site when word arrived that the line fuse failed again. Dewoody climbed the pole. "My back came into contact with a 7.6kv jumper at the same time I was touching the transformer case. I suffered a severe shock and was knocked out," he says. The other employee, Donald Sigur, climbed up to attempt pole top resuscitation and noticed that Dewoody was not breathing. At the same time, Sigur discovered that Dewoody had swallowed his dentures. Sigur called for help and started respiration by squeezing Dewoody's diaphragm. He woke up later in the emergency room, wondering why he couldn't move his arm.

"Two things saved my life," he says looking back on that day. "My body weight pulled me out of contact with the transformer case. And of course,

Scott Harper



L to R, Dewoody and Sigur, in Lake Charles, still keep in touch with one another 30 years after Sigur saved Dewoody's life.

Sigur's quick action to keep me alive."

The Movietone Newsreel footage came about thanks to the quick action of an insurance man who lived on the street where the accident occurred. He grabbed a camera and filmed the rescue. Later, he sold the rights for the film to Movietone. Dewoody was in the hospital a day or two before returning to work. Ironically, he forgot to mention the incident to some family members, who were shocked to see their cousin in the newsreel when they went to the movies.

Pondering his narrow brush with death, Dewoody offers this explanation. "Earl Long, the former Louisiana governor, died the same year. I guess the Devil figured he had enough on his hands and let me go."

Landry links continents through program

by Don Pumphrey



L to R, Matt Hakansson of Sweden and Marianne Rasmussen of Denmark, both foreign exchange students, at the Jefferson County Airport after becoming Americanized "Texas-style."

What do Ecuador, Italy, Germany, Brazil and Sweden have in common? Well, in Southeast Texas it's Earl and Janie Landry. They serve as the area coordinators for the American Intercultural Student Exchange (AISE) which finds homes in the area to host foreign students participating in the program.

Earl, repairman-1st class, Neches Station, says they got started in AISE in 1986 and since that time they've learned as much as the kids. "We hosted our first student from Sweden in the 1986-87 school year and a year and one-half later, the area coordinator moved away." The Landrys asked AISE if they could assume that role.

He adds they have hosted three students since they became involved in the program. The students come in not knowing exactly what to expect and they leave having

adopted a lot of the American culture, says Janie Landry. She adds that the most frequently adopted custom is that of wearing jeans and cowboy boots. "They come in thinking Texas as being like J.R. Ewing and that everybody here has an oil well in their backyard. They soon learn that isn't so."

This is the Landrys third year as area representatives. During their first year they had seven exchange students to provide counseling. Their second year there were three and this year they are working with nine

students. "Our responsibility is to check with the students once a month, help them work out problems and help them deal with home sickness which often accompanies a 10 month absence from their families," Earl says.

Students arrive at the Jefferson County Airport where they are met by the Landrys and their host family. They arrive a few weeks before school begins and are generally here for a couple of weeks after the school year ends. Earl says the most rewarding thing about his involve-

ment is "getting to know other customs and cultures. These kids come over here and they don't know anyone. They rely on us to find a family. They trust my wife and me to find a qualified family."

"These kids aren't just dropped on the host families without any support. They have their own insurance and each receives \$150 a month to pay for school supplies, spending money and souvenirs," Janie says. "We are always looking for additional host families."

Don Pumphrey



L to R, Marsha Solas, area coordinator for the Nederland/Port Arthur area, Janie and Earl Landry conduct an orientation meeting at the Vidor Community Center for new host families who have just received exchange students.

Trouble tickets no trouble with new system

story by Susan Gilley
photos by Scott Harper

An early summer thunderstorm in Beaumont resulted in more than 1,000 lights-out calls, but a new Trouble Call Management System eliminated stacks of trouble tickets.

The personal computer-based system gives district operators "lots of information very quickly," said Paul Lane, service supervisor. By entering a customer's telephone number, an employee can immediately obtain additional information about the address and nearby GSU devices, such as fuses. The two big advantages to the system, according to Lane, are elimination of paperwork and rapid isolation of problem areas tied to specific devices.

Company officials investigated acquiring a system after Hurricane Bonnie in 1986, when about 129,000 GSU customers in the Golden Triangle lost power for periods of time ranging from a few hours to several days.

Even though the mid-1980s coincided with GSU's bleakest period financially, Computer Applications employees moved ahead to design a program that would expedite getting customers back on line.



Karen Bourdier rechecks data taken from feeder maps and inputted into the system.

Under the pilot program, the host PC and 14 supporting terminals were installed early this year at the Beaumont Service Center. A task force is evaluating the cost-effective-

ness of the TCM system before expanding the test area, said Arden Loughmiller, Beaumont Division vice president. "This system really has potential, even though we're still in a training mode to ensure our employees make use of the information available to them," Lane added.

According to Quentin Whitman, supervisor-application systems, TCM allows calls to be placed into four different classifications—Unattended Calls (calls that have just been received), Problem Diagnosed Calls, Dispatched Calls and Completed Calls. Analysis of problems can also be done by feeder, area, substation or citywide.

Karen Jones Bourdier, senior systems analyst, did the initial

planning and design for the system, while David Gilbert, senior systems analyst, developed the program. Gilbert is presently working on the second phase of the project—the connective phase—which shows the hierarchical relationship of all the devices.



Top, Quentin Whitman reviews trouble call status by substation location. Left, David Gilbert describes the trouble tickets that are being replaced by the new software system.

Whitman said GSU's program is better than any he has seen because it was developed here and is customized to meet the company's needs. "We developed our system more economically while making use of PC technology that was really coming of age at the same time," he explained.

Viguet and Stone work for disabled on mayor's committee



Viguet caught up with Justin Dart Jr., chairman, President's Committee on Employment of People with Disabilities, at a recent conference in Dallas.

by Susan Gilley

Scott Harper



L to R, Stone and Viguet review details of a conference sponsored by the Governor's Committee for Disabled Persons to be held in Austin this month. Both will attend.

Uneven, bumpy sidewalks may not seem like much of a problem to some people, but GSU's Beverly Stone and Charlotte Viguet recognize them as major problems for disabled persons.

Both women are in positions to correct such problems, since they are members of the Beaumont Mayor's Committee for Employment of Disabled Persons. Stone, section head-collections in Beaumont Division, and Viguet, a billing clerk in Edison Plaza, participated earlier this year in the President's Committee on Employment of People with Disabilities. At the national meeting, which was held in Dallas in May, the two saw hundreds of other Americans who share their concern for the disabled.

Viguet, who uses a wheelchair, worked with the committee on a volunteer basis for many months before being appointed a full-fledged member this summer. As a volunteer, she helped with a survey sponsored by BUILD that showed a need for 165 new ramps in downtown Beaumont.

Stone has served on the committee for six years, since Samuel Bean, president of the Beaumont chapter of the NAACP, asked former Mayor Maury Meyers to consider her name. She is now chairman of the group's Scholarship Committee, which distributes financial aid to qualified disabled students attending Lamar University. Stone is one of the able-bodied members of the committee.

As members of Mayor Evelyn Lord's committee, the GSUers help to educate the public about the Americans with Disability Act, which became law in the summer of 1990. Most changes mandated by the act do not require expensive, structural changes and can be done immediately. Many Texans will benefit as the ADA is implemented because about one in six Texans has a disability. Throughout the United States, more than 43 million citizens have disabilities.

Stone and Viguet attended an Oct. 1 meeting in Austin with the Governor's Committee on People with Disabilities. The state committee's role was recently expanded to include coordination, monitoring, and providing information and technical assistance on ADA implementation in Texas.

Viguet praises Mayor Lord's committee for outstanding performance, noting the local committee represented one of four communities to win a national award. Beaumont received a \$1,000 Mission Award in the annual competition sponsored by the National Organization on Disability. The award money sponsored an employer awareness seminar for the employment of disabled persons in October.

Viguet, who had polio as a 5-year-old, proves Stone's theory that disabled persons are "what we call 'handicapped'—capable of many, many accomplishments."

While growing up as the oldest of seven children, the Silsbee native recalled, "I was never treated as a child with special problems. I was spanked and corrected and sent on my way like any other child." With a grin, she admitted, however, "I may have been somewhat hard-headed. There were times my mother tried to talk me out of doing something I was determined to do."

As an adult, Viguet channels her energies into volunteer work. "I like people and I like to be out and to be active." She says her outside activities provide balance to her job, which keeps her at her desk most of the time.

By serving on the committee, Viguet said she feels she acts as "an ambassador for GSU." From a company standpoint, Viguet said there is a good story to tell. Edison Plaza, she revealed, is one of the most accessible buildings in Beaumont.

Computerization puts GSU feeder lines on the map



Mark Kordie, engineering systems analyst, Beaumont, checks a routine which will insert new feeder lines on a map of a section of The Woodlands.

story and photo by Robert Adams

In the movies, the "computer genius" character always seems to be able to sit down to any personal computer terminal and instantly "click up" just about any information in the world. In the not-to-distant future, division operators may be able to do just that, at least as far as GSU's electrical distribution or gas systems are concerned.

Division staff personnel manage the equipment for distributing electricity across the system and gas in Baton Rouge. This equipment includes such things as transformers, poles, switches, etc. Now, engineering is working with the divisions to develop a system to computerize this process to speed up access to information.

When the system is in place, division decision-makers will be able to call up a graphic image of a map of a section of our service territory. The map will show all of GSU's equipment within that area. The user can then highlight a particular piece of equipment to find out detailed information about it, such as who made it, when it was installed, etc.

The system will also be able to find particular types of equipment within a section of our service area, such as all fuse cut-outs made by a particular manufacturer.

"The end result will be to make available graphics and text information in formats defined by the user," says Doug Dixon, chief CAE engineer.

Dixon says GSU studied such a system running on the mainframe computer in the early 1980's, but the size and cost were prohibitive. Since personal computers (PC's) have become more powerful and less costly, the company formed a task force to see if PC's could be used to form a cost-effective computer-based facilities management system.

The computerized system would use two main parts: landbase maps, with GSU feeder information superimposed, and a database with detailed information about each piece of equipment. Computer software would merge the two datafiles together.

In 1989, a task force concluded that the PC-based hardware and software available at the time was too slow to merge the maps with the information database. However, Dixon says the software's capabilities were good enough to justify beginning to make the maps. The maps would be needed regardless of which system the company eventually decided to use.

Elaine Dearbonne, design engineer, says the map making presented a challenge of its own. "We start with a landbase map, which we often acquire from governmental agencies."

The landbase maps may be in the form of a paper drawing, which can be scanned into a computer. She says some maps are already digitized, which speeds up the map making.

After loading the landbase maps into the computer, engineering contracts the task of superimposing GSU's feeders on the landbase to Varitech. The result is a digital map which shows a section of land in our service area, with all of our distribution lines and equipment graphically represented. Dearbonne says production of the maps for all of GSU's service area is about 75 percent finished.

Last August, the company bought the software for a prototype development project to merge the landbase maps together with the informational database. The facilities management system for the gas distribution in Baton Rouge was awarded to a vendor for a turnkey job.

"We plan to have the prototype system ready early next year," says Dixon. Eventually, the entire system will be computerized.

Advantages of using the system include timely decision making, recordkeeping, load calculation, inventory and storm damage repair. Also, it means a set of consistently high quality computerized maps of GSU's entire service area.

Problem-solving teams meet specific needs



Fred DuHamel, lineman 1st-class, Port Arthur, presents the solution his problem-solving team produced.

story and photos by Scott Harper

Problem \noun\ - *an unsettled matter demanding a solution or decision and requiring considerable thought or skill for its proper solution or decision.* It's easy to define on paper but quite different in reality. We face problems everyday at home, school and work. Nowadays, more people view their problems as opportunities for improvement. While we will continue to have problems, the critical factor is how we will solve them. Gulf States recognizes that all problems cannot be solved the same way. In some cases, the way to address the problem is through a GSU problem-solving team. The team, made up of employees from all levels, takes a realistic look at

a problem situation to see what opportunities are available for a solution.

According to Jim Kelly, supervisor-quality program and management development, Beaumont, this program is a product of the Quality Improvement Program Committee. "The committee wanted some type of employee-involvement program for improving quality," he says.

"They asked for our help."

After several attempts, Kelly and his group came up with Team Problem Solving, a program which involves a small number of employees selected by management charged with analyzing a specific problem and recommending solutions.

How do you decide when you need a problem-solving team? According to Jim Champagne, vice president-energy resources and

chairman of the quality improvement program committee, certain criteria must be met. Management identifies an unsolved problem which needs attention. A team of employees knowledgeable about the problem is assembled. A facilitator from Quality Program and Management Development is available to work with the problem-solving team.

"After we receive the request from management, we schedule the two-day training course for all the participants," says Ed Turner, management development specialist, Beaumont, who serves as a facilitator.

In the training, employees learn about working in groups and guidelines for team problem-solving. "Team players learn up front that they are equal members," says Frances Engelbrecht, management development specialist, Beaumont, and facilitator.

Champagne stresses that these employees come together with a specific purpose — to find a workable solution to the problem. The facilitator works with the team to help them through the team problem-solving process. For example, Champagne says, "Sometimes the presenting problem is not the major problem — another problem is identified as the team works."

"As facilitators, we're there to help them use the guidelines of the problem-solving process. But employees come up with the ideas and recommendations," says Turner.

The team makes a presentation to management with their identification of the problem and how it can be solved. Management is open to hearing these solutions and determines how the



A problem-solving team in Port Arthur makes its management presentation.



Far left, a Lake Charles problem-solving team learns about working in groups at the two-day training course. Above, L to R, Mike Lafleur, utility foreman-line, (standing); David Domingue, section head, and Fred DuHamel, lineman-1st class, all of Port Arthur, show how they identified the problem. Left, D.P. Lyons, relayman-1st class, Port Arthur, gives a summary at the management presentation.

implementation will take place. Once the problem is solved, the team's major work is done, although follow-up may be necessary.

Turner and Engelbrecht began presenting the program this past January. So far, nine teams have gone through the problem-solving workshop: four in Port Arthur Division, two in Edison Plaza, and one each in Beaumont, Lake Charles and Western Divisions.

Some issues addressed include improving the level of customer satisfaction; lowering the number of technical errors; and improving the effectiveness and efficiency of computer equipment within a department.

Ed Grimshaw, operating superintendent, Lake Charles, says one big advantage to the program is having non-management people involved in developing the solution. "The key to any good problem-solving effort is support of the solution," he says. "When employees participate in developing the solution, they're more supportive of it."

Iris Stanfield, data analyst, Beaumont, recently completed a

team problem-solving session and agrees, "We were all involved in the process and had a vested interest in solving the problem. It also provided a neutral spot for us to speak to management."

"It's a great program," says Sue Williams, supervisor-customer services, Port Arthur, and former team member. "We worked as a team. By having several areas represented in the group, our solutions were more balanced."

Sunnye Thompson, data analyst, Beaumont, says the program helped her work group better understand everyone's job and duties.

"Even though we work together, we have a better understanding of the department as a whole. It's easier to communicate and work as a group."

Jocelyn Kaufman, customer

contact clerk, Port Arthur, who also participated in a problem-solving team says, "It helped us work more effectively together. It let me know what information other work areas needed from me to do their jobs."

Jim Ward, manager-corporate planning, Beaumont, requested a problem-solving team because he "saw it as a way to get a problem solved and get valuable training." Ward is pleased with the results. "I was very impressed with the group. They made an outstanding presentation," he says.

Port Arthur Division Vice President Ron McKenzie is a firm believer in the program. "I am pleased and impressed," he says. "This helps employees find ways to work together more effectively. They are given the freedom to recommend practical, real-world solutions and that's had a positive impact."

"Problem-solving teams are extremely effective when used to meet a specific need," Champagne comments, "but team problem-solving is not the solution to every situation." Much time and effort goes into the process by all concerned and the beauty of the process is, according to Champagne, "the people who will implement the solution have input into how the problem should be solved."



Frances Engelbrecht in Lake Charles

Cable remembers frozen refrigerator

story and photos by Scott Harper

The year 1941 holds many memories for longtime Orange customer Dan Cable. Not only was it the year the United States entered into World War II after the Japanese attack on Pearl Harbor, it was the year Cable moved into his new home in Orange and ordered his first refrigerator from Gulf States. Ordering the refrigerator and receiving it were two different stories.

"I was working for Sabine Supply Company in Orange and doing a lot of traveling," recalls Cable. "I remember I was in a hotel in Jasper when I turned on the radio and heard Consolidated Ship Yards announce the opening of a big ship yard in Orange. I told my wife, 'If we don't get a house before all those workers move in, we'll never get one.'"

The Friday before Labor Day, the Cables moved into their new home.



Cable still lives in the home he and his wife bought in 1941.

Also on that Friday, Cable ordered a General Electric refrigerator from Gulf States. The Sabine Supply Company was located on the corner of 4th Avenue and Front Street next door to GSU offices. Cable had struck up friendships with several GSU employees including Caleb French and Joe Powell.

"I talked to Mr. French on Friday and ordered my refrigerator," says Cable. He had a busy Labor Day weekend planned which included waxing the kitchen floor to prepare for the refrigerator's delivery on Tuesday.

That Saturday night, Cable heard some discouraging news. "I was listening to the 10 o'clock news on the radio and heard that effective at midnight all metal and steel products were to be frozen. The freeze also applied to all appliances, including refrigerators," remembers Cable. "Then they said it applied to all appliances that had been

ordered but not delivered." The refrigerators and other appliances were being held for the homes being built for shipyard workers.

Cable tried calling French at home after he heard the news, but there was no answer. "I didn't sleep at all that night," he says. "I kept thinking we weren't going to have a refrigerator." On Labor Day, Cable went ahead and waxed his kitchen floor in hopes that somehow he would have his refrigerator.

Tuesday morning after checking in at work, Cable went next door to the GSU office and was met with several long faces. "Joe (Powell) came up to me and said, 'Dan, I'm sorry. A truck came in late Saturday night and loaded up all of our refrigerators,'" recalls Cable. "I was very sad, almost crying. I thought 'We didn't break any laws.'"

Powell and French informed Cable he would get his down payment back. "Then a lady came out of an office and walked up to me with a slip of paper. She smiled and told me I could pick up my refrigerator at Mr. French's house," he says smiling. "Everyone was laughing including me. I was so happy and relieved."

That Saturday night, French listened to the same broadcast and immediately thought of Cable's situation when he heard the news. He then jumped in his Plymouth, raced down to the GSU office, loaded Cable's refrigerator into his car and brought it home. When the GSU truck came later that night, Cable's refrigerator was safe at home with French.

"I called my wife and told her not to worry," laughs Cable. "We had the

refrigerator."

Cable picked up his refrigerator and had many good years of service from it. In the past 50 years, he has bought only one other refrigerator. He still recalls how he felt when he learned he would get his refrigerator and, to this day, still appreciates what his GSU friend did.

"I'll never forget what Caleb French did for me."



Cable stands at the doorway he entered 50 years ago when he ordered his refrigerator. The former GSU office is now Lamar University Bookstore and the building in the background (under construction) is Lamar University at Orange, formerly Sabine Supply Company.

NEWS BRIEFS

Denham Springs comes together for benefit

by Cherie Ducote

The Denham Springs office recently pitched in to help raise funds for the Jimmy Hurst Jambalaya Benefit. Hurst, 42, passed away on June 6, 1991 with terminal cancer. He had been with GSU for 22 years and was a line foreman. Hurst is survived by his wife, Janice; a daughter, Jamie; and two sons, Travis and Corey.

The Jambalaya Benefit was held on June 20. The tremendous outpouring of support from the community and the Hurst family was amazing. All of the Baton Rouge offices participated by either selling tickets, collecting donations and just passing the word.

GSU Retiree Calvin Comeaux volunteered his services as head chef while many linemen gave up their spare time to help cut up sausage, vegetables and chicken for the dinner. Volunteers ended up cooking enough food for over 1,500 people. The dinners were distributed from the Denham Springs office and the Choctaw office.

Due to a high response, two additional pots had to be cooked the next day. When everything was tallied up, the Hurst family was presented with a sizable donation. The Denham Springs office is very pleased with the support given in this time of need and thanks all who participated.



Top, Huey Stafford (standing), Denham Springs superintendent, presents the Hurst family with a donation from the Jambalaya Benefit. Above, L to R, Bill Johnson, line foreman; Michael Dwayne Scott, lineman; and Russell Rousseau, lineman; prepare bread for serving.

Seventh-graders earn national, state recognition

Dr. Linn Draper, CEO and Lamar University regent, recently spoke at a statewide ceremony at Lamar University honoring seventh-grade students who scored high in the Duke University Talent Identification Program.

To participate in the program, students take one of the two college entrance exams, the Scholastic Aptitude Test or the American College Test. Students who score at the college level are eligible for the state recognition ceremony. If they score even higher they qualify for the national recognition ceremony in Durham, N.C.

A couple of GSU families were represented in the

winners. Jane Minh-Hien T. Bui, daughter of Charles Bui, senior planning engineer, Beaumont, qualified for the national recognition ceremony.

Christopher K. Gravis was eligible for the statewide recognition ceremony held at Lamar University. His GSU heritage includes (father) Kearney Gravis, control operations foreman, Sabine Station; (aunt) Debbie Parker, departmental clerk, Beaumont; (grandmother) Tommye Die, customer contact clerk, Orange; and (great aunt and uncle) Retirees Avon and Dan Dumas.

SERVICE ANNIVERSARIES

July/August

1991

Service
Anniversaries

40 YEARS

Charles C. Ford Jr.
Electric T&D
Baton Rouge

30 YEARS

William E. Fox
Customer Service
Dayton
Ronald G. Getz
Plant Production
Sabine Station
Gary E. Diamond
Plant Production
Willow Glen
Donnell A. Ramsey
Electric T&D
Port Arthur
Joyce B. Guillory
Electric T&D
Lake Charles
Rodney K. Nunally
Division Accounting
Sulphur
Tommy L. Elliott
Electric T&D
Beaumont

20 YEARS

Bennie D. Hickman
Engineering & Tech. Svcs.
Beaumont
Myron C. Brown
Plant Production
Nelson Station
Barbara G. Cole
Power Supply
Beaumont
John S. Chustz
Plant Production
Louisiana Station
Michael Guilbeau
Electric T&D
Lafayette
Mary K. Leger
Accounting Services
Beaumont

Michael G. Saucier
Electric T&D
Baton Rouge
John W. Brister Jr.
Electric T&D
Baton Rouge
Loyce M. Fonteno
Accounting Services
Beaumont
Alton R. Bryer
Electric T&D
Baton Rouge
John H. Carr Jr.
Division Accounting
Baton Rouge
James M. Curtis
Gas Department
Baton Rouge
Robert L. Graves
Materials Mgt.
Baton Rouge
Dwight E. Anderson
Electric T&D
Port Arthur
John O. Davis
Division Accounting
Conroe
Dianna L. Winkelmann
Division Accounting
New Caney
Johnnie R. Corley
Plant Production
Louisiana Station
Betty T. Lebert
Accounting Services
Beaumont

10 YEARS

John W. Arceneaux
RBNG Engrg. & Admin.
River Bend
Daniel B. McCormick
Purchasing
Beaumont
Mason L. Comeaux
Plant Production
Louisiana Station
Michael D. Doyle
Engineering
Beaumont
Edward L. Glass
RBNG Plant Operations
River Bend
Tracy L. Goodwin
Electric T&D
Sulphur
James K. Hignett
Electric T&D
Conroe
Larry D. Jarrells
Electric T&D
New Caney
Kevin P. Leblanc
Purchasing
Beaumont

Jack V. Mullen
Electric T&D
Baton Rouge
Russell K. Watts
Plant Production
Louisiana Station
Mary S. Tucker
Division Accounting
Baton Rouge
James E. Broom
Plant Production
Sabine Station
Delores F. Dugas
Division Accounting
Orange
Anthony E. Fowler
Plant Production
Nelson Coal
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Customer Service
Cleveland
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Sherill S. McCarter
Engineering Svcs.
Beaumont
Gary E. Rich Jr.
Electric T&D
Dayton
Peggy K. Schilling
Division Accounting
Baton Rouge
Thomas W. Ashley Jr.
Plant Production
Willow Glen
Gregory M. Willkomm
Electric T&D
Conroe
Alton R. Bankston
Bus System/Materials
River Bend
Blaine P. Gremillion
Engineering
Beaumont
Jean T. Kopecky
Accounting Services
Beaumont
Jay R. Southard
Electric T&D
New Iberia
Michelle D. Bradley
Plant Production
Sabine Station
Keith L. Cobb
Electric T&D
Vidor
Michael V. Edwards
Electric T&D
Port Arthur
Zachary D. Olson
Electric T&D
Lake Charles
Kenneth J. Sonnier
Plant Production
Nelson Station

Dennis Van Hees
 Customer Service
 Navasota
Barbara F. Bunch
 Power Interconnections
 Beaumont
Elizabeth M. Christopher
 Plant Production
 Louisiana Station
Iva D. DeLoach
 Computer Applications
 Beaumont
Benny L. Gibson
 Electric T&D
 Beaumont
John C. Heyduck
 Plant Production
 Sabine Station
Donald A. Lawrence
 General Services
 Beaumont
Cynthia G. Downs
 Division Accounting
 Sour Lake
Windsor W. Patterson
 Plant Production
 Sabine Station
James E. Sonnier
 Electric T&D
 Lafayette
Brian E. Thomas
 Plant Production
 Sabine Station
Alton R. Causey
 Plant Production
 Willow Glen
Jason B. Walker
 Plant Production
 Sabine Station
Thomas B. Cox
 Plant Production
 Sabine Station
Steven L. Moore
 Electric T&D
 Port Arthur
Gregory W. Smith
 Plant Production
 Sabine Station
Kelvin A. Perkins
 Plant Production
 Willow Glen
Frederick D. Cozad
 Plant Production
 Sabine Station
Audrea B. Gilbert
 Accounting Services
 Beaumont
Raymond A. Houser
 Division Accounting
 New Caney
Llewellyn K. Kohler
 Electric T&D
 Baton Rouge
Donald B. Lawson
 Electric T&D
 Conroe

James B. Picard
 Plant Production
 Willow Glen
Freddie Stewart
 Electric T&D
 Beaumont
Karen C. Wynn
 Plant Production
 Sabine Station
Joseph S. Kalicki
 Gas Department
 Baton Rouge
Donnie L. Thomas
 Electric T&D
 Huntsville
Barbara L. Ward
 Human Resources
 Beaumont
Gupta S. R. Davalath
 Design Engineering
 Beaumont
Lehmon D. Bell
 Plant Production
 Sabine Station
John S. Guillory
 Customer Service
 Sulphur
John C. Reynolds
 Plant Production
 Nelson Station
Ida S. Vige
 Electric T&D
 Lake Charles
Kami D. Wright
 Division Accounting
 Orange
Mark W. Patten
 Plant Production
 Sabine Station
Dorothy A. Arabie
 Division Accounting
 Lafayette
Keith W. Browning
 Plant Production
 Nelson Coal
Thomas N. Jenkins
 Corporate Planning
 Beaumont
Russell W. Jones
 Plant Production
 Nelson Coal
Cheryl D. Rench
 Accounting Services
 Beaumont
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 River Bend
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 Plant Production
 Nelson Coal
Wade A. Anderson
 Plant Production
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 Port Arthur

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 Plant Production
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Malcolm Wells Jr.
 Plant Production
 Sabine Station



MAILBOX



The Reddy Rhythms perform their patriotic show for the American Red Cross Youth Banquet at the Holidome in Beaumont.

Spreading happiness

The Reddy Rhythms received this letter from Raintree Tower retirement apartments in Beaumont after a performance:

"Happiness is having Reddy Rhythms perform for us at Raintree. Your patriotic theme was certainly most uplifting. You certainly got the old blood flowing. We are still talking about the great show you put on for us.

"...thank you from the bottom of our hearts for the lovely inspiring evening you gave us. We want you to know that we all appreciate your very talented group.

"Please do not forget to put us on your list for a Christmas show and any time between. We love you and thank all of you."

The Reddy Rhythms is a volunteer musical group located in Beaumont.

Good citizenship

"This is an opportunity to express to you and the leadership of Gulf States Utilities my sincere appreciation and commendations for the swift actions of a Gulf States Utilities representative, **Larry Grisham**, for coming to the aid of a city police officer," writes **Ronald L. Lange**, city councilmember, City of Huntsville, to **Dennis Singletary**, superintendent-Huntsville district.

"Mr. Grisham responded unselfishly with agility and bravery, without concern for personal danger, in assisting one of our officers who was having an extremely difficult time restraining someone who was resisting arrest.

"This act of good citizenship is recognized and applauded."

Grisham is utility foreman-line located in Huntsville.

Fine museum

Marion Holt, instructor, history department, Lamar University, sent this thank-you letter to **Jill Street**, museum curator, Beaumont, regarding a recent visit to the Edison Plaza Museum:

"As in past semesters, I am indebted to you for guiding my Lamar University history classes through the Edison Museum this summer. You do such a marvelous job with your fund of information and willingness to answer questions that the students and I always come away impressed and more knowledgeable about Edison and the electric power industry.

"We also appreciate Gulf States Utilities for setting up and maintaining this very fine museum free of charge for the benefit of the public. Thank you and GSU!

Appreciative convert

"This is a letter of thanks and a lot of appreciation for both the hot water heater and the \$150 rebate you gave me as a gift for converting my house to all electric," writes Liberty Customer **William C. DeGaugh**. "I would like to say that I am glad that I made this decision because of the cleanliness and overall efficiency of the electric appliances, i.e., the air conditioning, range, water heater and central heat.

"The hot water heater has performed beautifully and the 52 gallon capacity has given us plenty of hot water need for washing, showers and extra for company.

"I would like to specifically thank **Van Graham** for his assistance in this matter."

Graham is senior district service representative in Daisetta.

Friendly encounters

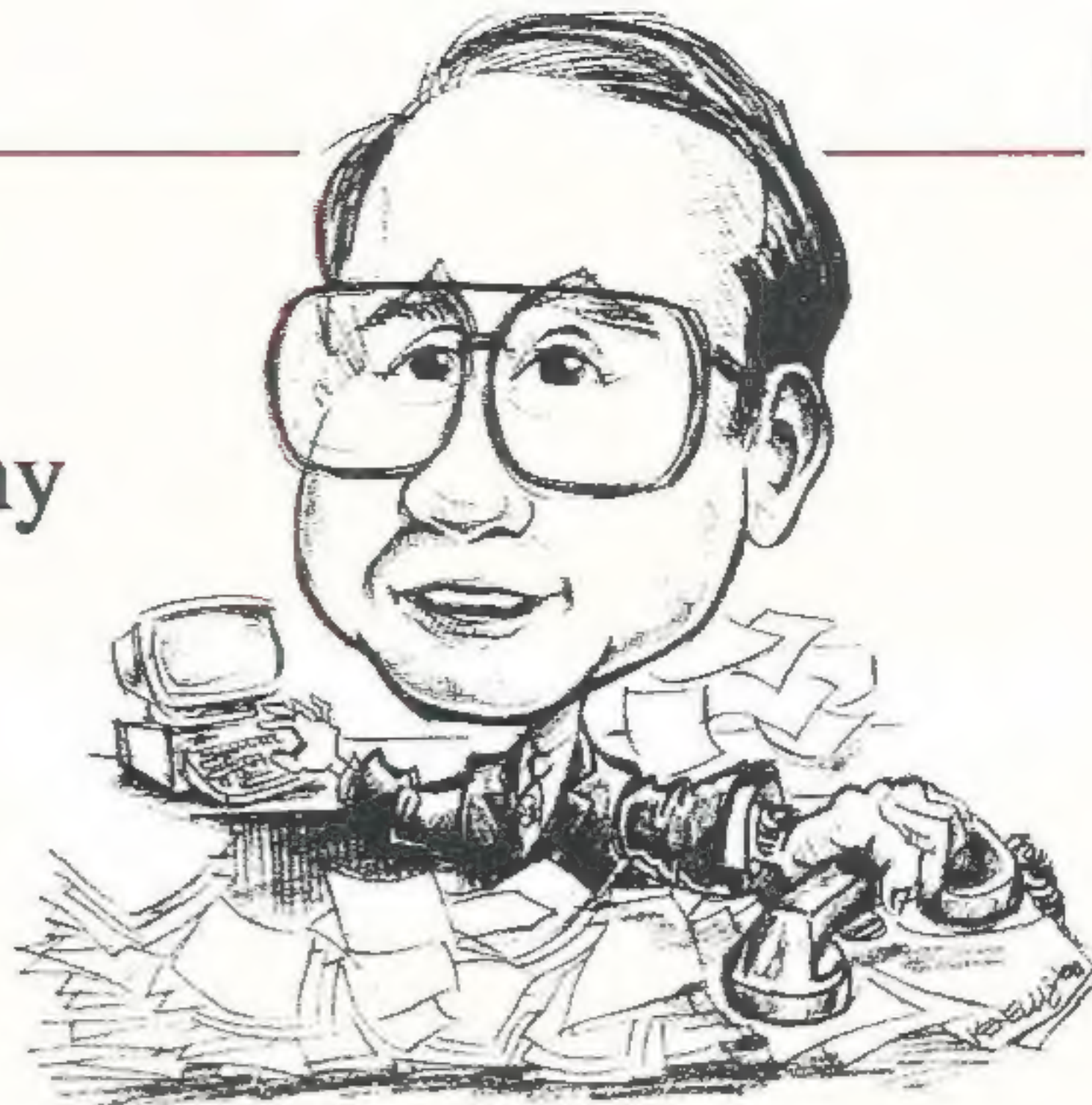
Yvonne Honsberger, stenographer-senior, Beaumont, received this handwritten-note on a piece of correspondence from **Jaymie L. Jennings**, paralegal, Bezaire Law Offices, Alhambra, Ca.:

"I speak with many people on the telephone all day and I wanted to tell you the employees of Gulf States are among the most helpful and friendly I've ever encountered."

Thanks for waiting

"Thanks for waiting on our payment," writes Beaumont Customer **Mrs. B.L. Sargent**. "...I appreciate you all very much."

Mcmurkr or KMCMURR--by any name I'm a computer dunce



by Kim McMurray

In a former life, when I was a newspaperman, I had an editor who believed the old ways of doing things were the best ways. To this day, he still uses a manual typewriter because he thinks electric typewriters and computers are for sissies.

I'm not quite that old-fashioned, but it certainly hasn't been easy for me to enter the Computer Age. It's not that I was opposed to progress; it was more a fear of the unknown. I've tried to become computer literate (with lots of help from Cindy May and Juanita Navarro and other GSU computer wizards), but there's so much to learn that it's mind-boggling. I'm composing this piece on a PC that can do many neat tricks—so many, in fact, that I don't have time to learn them all.

Notice how I slipped "PC" into the sentence? That's some of the technical computer talk I've managed to learn. One of the hardest things about getting a computer education is the lingo. Synchronous communications interface, entry emulator, resident interface module and WYSIWYG may be household words to Tony Gabrielle and Tracy Webb and R. A. Hidalgo, but they're Greek to me. (Actually, it's worse than that; I know what a few Greek words mean.)

I finally learned that it takes eight bits to make a byte (a concept the family dog really had trouble understanding). In recent days, I've even learned what ASCII stands for; I kept seeing it whenever I went to file a document in Professional Write, but never knew it was the acronym for American National Standard Code for Information Interchange. (Be honest, now. How many of you knew?)

To me, one of the most interesting aspects of Gulf States' computer system is DISOSS (don't ask me what that stands for). You don't have to study the DISOSS Personnel Directory very long to see that the 8100 word processing system identifies its users with a seven-digit name that begins with the first five letters of the employee's last name and ends with his or her initials as the last two digits. For 8100 purposes, I am blandly known as "Mcmurkr."

Thankfully, whomever decided how to name the users of DSVHOST and PS/PC had a little more imagination. Using the employee's first initial followed by the first five or six letters of the last name (that makes me KMCMURR) creates some intriguing "handles," to wit:

- If you send a message to SADAMS, that doesn't mean it'll be read by some despot in Iraq; it belongs to Samuel E. Adams, who works in Internal Audits.
- I don't know William S. Anderson, who works at River Bend, but I'm curious about how much time he spends walking around the plant site. His computer name: WANDERS.
- And then there's Larry Anderson of Computer Applications,

whose first name is Gilbert. That means his DSVHOST name is GANDERS. *Webster's* only example of how to use ganders in a sentence is "talking and taking ganders at the girls." Enough said about Larry.

- There's a letter missing, but I can't help but wonder what Sharon D. King of Computer Applications likes to do when she goes on vacation. Her name is SKING.

- Finally, there's the Rate Department, which uses PS/PC to issue rate case updates. Those folks take lots of abuse, but is it really fair to call that service RATNEWS?

Actually, I have found electronic mail one of the most useful tools in my computer arsenal (if that's the right word in my case). Of course, that assumes the person to whom you've sent the message checks his or her electronic mail with some regularity. (No names, but you know who you are!)

There's one corner of the computer world with which I have become intimately familiar: Error codes. To paraphrase Will Rogers, I never met an error code I liked. Recently, I encountered a problem—a frozen but flashing menu screen—that our computer folks said they had not seen before. "Congratulations, Mr. Mcmurkr," they said. "You stumped the panel."

I am happy to report that my fear of error codes has been eliminated. A new addition to my keyboard is for use in all computer emergencies. It's a red button labeled: "Panic."

PLAIN TALKS

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Beaumont, Texas 77704

Address Correction Requested

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Permit No. 11

Don't be tricked by the treats!

- **Start early.** Daylight is the best time for trick-or-treating with children.

- **Be visible.** Drivers can easily spot your children if they wear bright-colored costumes, something white and/or reflective tape on bags and costumes.

- **Safety check.** Make sure children know not to eat anything until you check it.

- **What to look for.** Throw away any treats that are unwrapped, rewrapped or torn. Check wrappers for small holes to be sure something has not been injected. Cut fruit open to inspect carefully for needles, razor blades, etc.

- **What to do.** If your child gets sick, find out what he ate and where he received it. Call your doctor immediately. If you suspect poisoning, call the Poison Control Center (1-800-392-8548).



Have a happy and safe Halloween



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